



Form PTO-1449 (modified)		ATTY. DKT. NO. 5053-31101	SERIAL NO. 09/699,021			
List of Patents and Publications For Applicant's Information Disclosure Statement (Use several sheets if necessary)		APPLICANT: Doughty, et al.	GROUP: 3671			
		FILING DATE: October 27, 2000				
U.S. PATENT DOCUMENTS						
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
FOREIGN PATENT DOCUMENTS						
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS
(W)	E1	0 280 773	09/1988	EP		
(W)	E2	0 465 018	01/1992	EP		
(W)	E3	0 926 608	06/1999	EP		
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)						
(W)	F1	"@ Fault A Commitment to Consistency," Computer Sciences Corporation, Copyright 2000, pp. 1-2.				
	F2	Merlin, Jr., William F., "Collision Course With the Colossus Program: How to Deal With It," The Merlin Law Group May 2000, Tampa, FL, pp. 1-17.				
	F3	Merlin, Jr., William F., "Colossus: What We Know Today," The Merlin Law Group, August 2000, Tampa, FL, pp. 1-				
	F4	Merlin, Jr., William F., "Overcoming Allstate's Trade Secrets and Work-Product Objections," The Merlin Law Group March 2000, Tampa, FL, pp. 1-31.				
	F5	Mead, Jay, "Technical Communication," August 1998, V. 45, N. 3, pp. 353-380.				
	F6	Borland, Russel, "Running Microsoft Outlook 97," Microsoft Press, 1997.				
	F7	Juhl, Randy P., "The OTC Revolution;" Drugtopics.com; March 3, 1997, pp. 1-9.				
	F8	Scopus and Entrust Technologies to Deliver World's First Secure Customer Care Solution for the Financial Services Market; PR Newswire dated November 5, 1997.				
	F9	Scopus and Entrust: Call Center Sales Helper is Unveiled; American Banker, November 10, 1997, Vol. 162, Issue 217				

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EXAMINER:

J. BEACH

DATE CONSIDERED:

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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the patent owner